

**UNITED STATES PATENT AND TRADEMARK OFFICE  
CERTIFICATE OF CORRECTION**

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PATENT NO. : 7,515,695

APPLICATION NO.: 10/736,923

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INVENTOR(S) : Chan et al.

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

Column 19, lines 27-42, the element of the claim reading "a processor operable to:" should be moved below the element of the claim reading "a menu structure" as follows:

26. An Interactive Voice Response unit (IVR), comprising:  
"a processor operable to:"

a menu structure comprising a plurality of menus, each menu comprising a plurality of options that are selectable by a user, wherein the plurality of menus and each menu's respective plurality of options define a plurality of potential navigation paths for the user through the menu structure; and

--a processor operable to--  
receive, from the user, a request to change the menu wherein, the request to change the menu structure is one or more of a request to hide a portion of the plurality of menus and a request to require authentication for a portion of the plurality of menus;  
effect the requested change to the menu structure; and  
associate the changed menu structure with the requesting user.

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